

**Commonwealth of Massachusetts
Department of Fire Services
Information Technology
Job Posting**

Simulation Training Unit – Technical Support Coordinator

Job Information:

Job Title:	Simulation Training Unit – Technical Support Coordinator
Position Type:	Contract
Full-time/Part-time:	Part-time
Salary Range:	\$23.88 - \$27.21 per hour
Shift:	Part-time: 8:30 – 5:00
Number of Vacancies:	One
Confidential:	No
City/Town Location:	Stow
Facility Location:	Regional
Region:	Central
Application Deadline:	September 22, 2006

Description:

This person shall coordinate the operation and support of the State of the art Simulation Training Unit that is built into a fifty-three foot mobile trailer. This person will work in conjunction with a Fire Academy coordinator in all aspects and operation of this unit. The person will report directly to the Director of Information Systems.

Duties:

- Provide support to end users on a variety of issues.
- Identifies, researches and resolves technical problems with all technical components built in the unit.
- Responds to telephone calls, email and personnel requests for technical support.
- Documents, tracks and monitors the problem to ensure a timely resolution.
- Requires some travel with the unit on an as needed basis.

An Equal Opportunity/Affirmative Action Employer. Women, minorities, veterans and people with disabilities are strongly encouraged to apply.

Preferred Qualifications:

Require a Bachelor's degree and 1-3 years of experience in the following areas:

- Microsoft Windows XP desktops
- Windows 2003 server
- Software installation and support
- Basic LAN/WAN skills
- IIS
- Flash server
- Adobe Software
- Macromedia Flash
- Good personal skills
- Good communication skills
- Good mechanical skills
- Ability to work in a fast paced changing environment

How to Apply:

Submit Cover Letter, Resume and Application to:

Department of Fire Services

Human Resources Office

P.O. Box 1025

State Road

Stow, MA 01775

Telephone: (978) 567-3146

E-mail: Marilyn.Nieve@state.ma.us

Please download application from DFS website www.state.ma.us/dfs and click on jobs@DFS

Agency web address: <http://www.state.ma.us/dfs>

Affirmative Action Officer: Mr. Thomas Leonard, (978) 567-3110

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